

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY, CALIFORNIA
AND RECORD OF ACTION**

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May 20, 2003

FROM: CATHY CIMBALO, Director
Department of Children's Services

**SUBJECT: SUBSTITUTION OF BUDGETED FIXED ASSET--DICTAPHONE RECORDING
SYSTEM**

RECOMMENDATION: Authorize the Purchasing Agent to issue a Purchase Order to Dictaphone Corporation, in the amount of \$11,832, for the purchase of Dictaphone Recording System hardware as a substitute for a copier approved in the FY 02/03 Department of Children's Services budget.

BACKGROUND INFORMATION: The San Bernardino County Department of Children's Services operates the Child Abuse Hot Line (CAHL), which receives calls from the general public and mandated reporters concerning suspected child abuse or neglect. The County must provide these services pursuant to the Welfare & Institutions Code, WIC-16500f. Currently, each incoming referral call is routed to a screener by automated call distribution. For quality assurance, CAHL supervisors have the ability to monitor calls on a selective basis. However, the existing automation does not have the capability to record all incoming calls. Occasionally, callers make allegations of poor quality of service received from CAHL screeners. Additionally, the Department occasionally is involved in litigation. When these situations occur, it is important to know if a referral was received from the public and to determine the content of that referral.

The Department of Children's Services is proposing to purchase a recording system that will satisfy the need to monitor and record all calls. CAHL supervisors will have the ability to review all calls taken by screeners. This will enable monitoring for the quality of customer service and to identify training needs.

Three bids were received in response to a Request For Quotes (RFQ) from the following vendors:

<u>Vendor</u>	<u>Amount of Bid</u>
ASC America	\$70,860
Dictaphone Corporation	\$63,504
Telnet Networks	\$44,953

The CAHL supervisor, CAHL manager, DCS Deputy Director, and an Automated Systems Analyst I and a Network Analyst from the Information Services Department (ISD) completed an evaluation of the bids received. The bids were reviewed for cost effectiveness, functionality, software and hardware compatibility with current computer software and hardware as well as compatibility with our

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current telephone system. It was found that the response submitted by Dictaphone Corporation best met the needs of the CAHL. The Dictaphone Corporation's bid is not the lowest bid received; however, DCS recommends this company due to the integrity, capability and versatility of this system. Also, the Dictaphone Corporation offers a backup recording feature that is built into every juncture and allows for both taping into the phone system and for recording. If one fails the other will automatically come on line and all calls will continue to be recorded.

ASC America and Telnet Networks, Inc, were not successful in the RFQ process. ASC America was not selected because their system does not provide the level of necessary versatility needed, the cost was higher than the two other vendors, and the cost included an additional licensing agreement and added hardware subtotaling \$17,000 that weren't being charged for by Dictaphone Corporation. ASC utilizes basic technology linking a personal computer to the customer's established phone system. The review team assessed this system as inflexible, easily out-dated in a few years and difficult to convert when the computer requires upgrade. Telnet Networks, Inc. was not successful in the RFQ process because their system is not sophisticated enough to ensure the performance and longevity necessary to meet the needs of CAHL. This system's security and reliability of call tracking was not comparable nor did it have the backup recording capabilities like that of the Dictaphone Recording System.

The Dictaphone Recording System, valued at a total of \$63,504, is comprised of hardware, software, installation and service agreements. The hardware consists of two items in the total amount of \$11,832. Since the hardware is valued at more than \$5,000 per piece it must be purchased from the Fixed Assets portion of the DCS FY 02/03 budget and therefore capitalized which will result in additional local cost for FY 02/03. This local cost will be funded by Social Service Sales Tax Realignment Revenue and will be reimbursed over the next five years by State and Federal funds. The remaining components, including itemized software, installation and service agreements (i.e. Freedom FT Chassis with power supplies, Nortel digital coupler board, compression module, Compaq TFT 5030, Freedom System Software, training, and IOMEGA NAS 502 G Useable), for the system amount to \$51,672 and may be purchased from available appropriations in the Services and Supplies portion of the DCS FY 02/03 budget and fully reimbursed by Federal and State funding sources.

Approval of this item will authorize the Purchasing Department to issue a purchase order for FY 02/03, in the amount of \$11,832, to Dictaphone Corporation to better provide CAHL services to county residents.

In accordance with County Policy 11-04SP2, Board approval is required for the purchase of an unbudgeted fixed asset, including substitutions for budgeted items, for a unit valued at \$10,000 or more.

REVIEW BY OTHERS: This item has been reviewed by the Purchasing Department (Aurelio De La Torre, Director) on May 12, 2003 and by County Counsel (Ruth Stringer, Deputy County Counsel) on May 12, 2003. This item was also reviewed by HSS Finance (Kristin Letterman, Administrative Manager) on May 12, 2003, the County Administrative Office (Gary Morris, Administrative Analyst) on May 12, 2003 and the Information Services Department (Leyden Hahn, CIO) on May 12, 2003.

FINANCIAL IMPACT: This item is for a purchase order in the amount of \$11,832. Adequate appropriations were included in the department's FY 02/03 budget for the purchase of a copier in the 400 series; however, the copier will not be purchased during this fiscal year. Consequently, the department has the appropriations available to be used toward the purchase of the Dictaphone Recording System hardware. This will result in a local cost of \$11,832 that will be fully reimbursed by State and Federal funds over the next five years. The purchase of this hardware will be supplemented by the purchase of related components from Dictaphone

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Corporation amounting to \$51,672 from the 200 series of the DCS FY 2002/03 budget. These items will be 100% reimbursed by Federal and State funds. The total purchase amount of the Dictaphone Recording System is \$63,504.

COST REDUCTION REVIEW: The County Administrative Office (CAO) has reviewed this agenda item and recommends approval since the Dictaphone Recording System will permit the Child Abuse Hot Line to record all incoming referrals, enabling the Department to be more effective in matters involving litigation and training and to provide better CAHL services to County residents.

SUPERVISORIAL DISTRICT(S): All

PRESENTER: Cathy Cimbalo, Director, Department of Children's Services (909) 388-0242

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